

**Qwest Communications®**  
**Service Interval Guide for Resale, UNE and Interconnection Services**

**Resale**

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
<b>PBX Trunks Non-Designed</b>		Any	See Resale POTS Business	See Resale POTS Business	See Resale POTS Business
<b>Frame Relay<sup>3</sup></b>			120 hours	DS0/DS1/DS3 Interval plus Five (5) Business Days	4 hours
<b>Asynchronous Transfer Mode (ATM)</b>			48 hours	DS1/DS0 Interval plus Five (5) Business Days	4 hours
<b>Qwest DSL™</b>	New installs, speed changes and Host Changes		48 hours	Five (5) Business Days	24 hours
	Loop Conditioning		24 Hours	Fifteen (15) Business Days	N/A
<b>Transparent LAN Service (TLS)</b>			192 hours	ICB	4 hours

<sup>3</sup> With regards to states or contracts where Qwest must resell these products, the above guidelines will apply.

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<b>DSO Analog or VG Equivalent</b>	Conversion as Is		48 hours	Five (5) Business Days	4 hours
	Conversion as Specified		See intervals for type of change requested	See intervals for type of change requested	
	Analog or Voice Grade Equivalent	1 to 8 Circuits	48 hours	Zone 1: Five (5) Business Days	4 hours Zone 1
				Zone 2: Six (6) Business Days	4 hours Zone 2
		9 to 16 Circuits	48 hours	Zone 1: Six (6) Business Days	4 hours Zone 1
				Zone 2: Seven (7) Business Days	4 hours Zone 2
		17 to 24 Circuits	48 hours	Zone 1: Seven (7) Business Days	4 hours Zone 1
				Zone 2: Eight (8) Business Days	4 hours Zone 2
		25 or more Circuits	192 hours	ICB	4 hours Zone 1 4 hours Zone 2

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<b>DSO Digital</b>	Conversion as Is		48 hours	Five (5) Business Days	4 hours
	Conversion as Specified		See intervals for type of change requested	See intervals for type of change requested	
	New Installs	1 to 8 Circuits	48 hours	Zone 1: Five (5) Business Days Zone 2: Six (6) Business Days	4 hours
		9 to 24 Circuits	48 hours	Zone 1: Seven (7) Business Days Zone 2: Eight (8) Business Days	4 hours
		25 plus Circuits	48 hours	Zone 1: ICB Zone 2: ICB	4 hours

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<b>Product</b>	<b>Activity/Features</b>	<b>Services Ordered</b>	<b>FOC Guidelines</b>	<b>Installation Guidelines</b>	<b>Repair Guidelines</b>
<b>DS1</b>		1 to 8 Circuits	48 hours	Zone 1: Nine (9) Business Days	4 hours Zone 1
				Zone 2: Nine (9) Business Days	4 hours Zone 2
		9 to 16 Circuits	48 hours	Zone 1: Nine (9) Business Days	4 hours Zone 1
				Zone 2: Nine (9) Business Days	4 hours Zone 2
		17 to 24 Circuits	48 hours	Zone 1: Nine (9) Business Days	4 hours Zone 1
				Zone 2: Nine (9) Business Days	4 hours Zone 2
		25 or more Circuits	192 hours	ICB	4 hours

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Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
<b>DS3</b>		1 to 3 Circuits	48 hours	Zone 1: Seven (7) Business Days	4 hours Zone 1
		4 or more Circuits	192 hours	Zone 2: Nine (9) Business Days ICB	4 hours Zone 2 4 hours Zone 1 4 hours Zone 2
<b>SHNS</b>		1 or more Circuits	192 hours	ICB	4 hours
<b>OC3 and Higher</b>		1 or more Circuits	192 hours	ICB	4 hours
<b>Metro Optical Ethernet (MOE)</b>	New Installation No existing facilities		192 hours	ICB	4 hours
	New Installation With existing facilities		48 Hours	Twelve (12) Business days	4 hours
	Changes to existing service or Conversion As Specified as long as facilities exist		48 Hours	Ten (10) Business Days	4 hours
	Conversion As Is		48 Hours	Five (5) Business Days	4 hours

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<b>Foreign Exchange/Remote CO</b>	Any		Same as DSO Analog or Voice Grade	Same as DSO Analog or Voice Grade	Same as DSO
<b>CO-ACD</b>	<b>Common Block Configuration Required</b>				
	<b>Establish New Centrex Common Block</b>		192 Hours	Seventeen (17) Business Days	24 hours OOS 48 hours AS
	<b>Installation of the ACD Agent and Supervisory Positions</b>	1-19 lines  20 or more lines	192 Hours	Seventeen (17) Business Days  ICB	24 hours OOS 48 hours AS
	<b>Add New group</b>	1-19 lines	192 Hours	Fourteen (14) – Seventeen (17) Business Days (7– 10 Complex Translations and 7 Service Order)	24 hours OOS 48 hours AS
		20 or more Lines		ICB	
	<b>Add Line Feature</b>		24 Hours	Four (4) Business Days	24 hours OOS 48 hours AS
	<b>Add numbers</b>		72 Hours	Six (6) Business Days	24 hours OOS 48 hours AS

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Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
CO-ACD (continued)	Common Block Configuration Required				
Optional Features					
	Centrex DFI		72 hours	Twenty-Three (23) Business Days May be longer due to facility due date requirements. (7-10 Complex Translations and 13 Service Order)	24 hours OOS 48 hours AS
	Circuits		Vary by density/product See DS0 or VG Equivalent Installation Guidelines	ICB	

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**Directory Listings**

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
<b>Directory Listings</b>	<b>Changes – Simple (Non-complex) Listings - Simple Straight Line and/or Straight-Line Under (SLU) Listings</b>		24 hours	Same business day if received by cut-off times. Please see note below.*	
	<b>Changes – Complex Listings – Caption Listings</b>	1-10 listings	Two (2) Business Days	Two (2) Business Days*	
		11-20 listings	Five (5) Business Days	Five (5) Business Days*	
		21-50 listings	Ten (10) Business Days	Ten (10) Business Days*	
		51-100 listings	Thirty (30) calendar days	Thirty (30) calendar days*	
		Over 100 listings	Sixty (60) calendar days	Sixty (60) calendar days*	

\*Listing will post to Qwest Directory Assistance Two (2) Business Days following Installation Guideline. There is no interval distinction between orders that are submitted manually or electronically. The above standard intervals also assume that the orders that are submitted are error free.

\*In order for the above intervals to apply, non-complex listings orders submitted by Reseller CLECs and UNE-P CLECs must be submitted by 12:00 PM Mountain Time. Non-complex listings submitted as Facility Based Directory Listings (FBDL) must be submitted by 3:00 PM Mountain Time. The terms Stand Alone Listing (SAL) and FBDL are synonymous. FBDL represent Directory Listings for Facility Based CLECs not ordering and provisioning other services from Qwest and ordering Directory Listings exclusively.

\*All complex listings must also be submitted by 3:00 PM Mountain Time.

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**Qwest Voice Messaging Services**

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
<b>Voice Messaging Services</b>	Add, change, or remove Qwest voice messaging services on compatible and available services not on 'Feature Exception List – 1 Day' or 'Feature Exception List – 2 Day'		24 hours	Three (3) Business Days  Minnesota Only: Two (2) Business Days	24 hours OOS 48 hours AS
	Addition or change of CO Features provided on 'Feature Exception List – 2 Day'		24 hours manual  20 minutes Fully Electronic Flow Through from IMA to SOP	Two (2) Business Days	24 hours OOS 48 hours AS
	Addition or change of CO Features provided on 'Feature Exception List – 1 Day'		24 hours manual  20 minutes Fully Electronic Flow Through from IMA to SOP	One (1) Business Day	24 hours OOS 48 hours AS

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**Interconnection - Other Services**

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
<b>Customized Routing</b>	<b>LCC Development</b>			Thirty (30) Business Days	
	<b>LCCs Deployment In Qwest Switch</b>			Thirty (30) Business Days	
	<b>Multiple Line Class Codes or Requests Involving More Than 1 Qwest Switch</b>			ICB	

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**Interconnection - Other Services - continued**

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
<b>Caged Physical, Cageless Physical and Shared Caged Physical Collocation (Forecast Provided 60 Days Prior to Application or 90 Days Prior in Washington)</b>	Feasibility		N/A	Ten (10) Calendar Days from Receipt of Complete Application	N/A
	Quote		N/A	Twenty-Five (25) Calendar Days from Feasibility (from Receipt of Complete Application in Washington)	N/A
	Ready for Service: Timely Quote Acceptance		N/A	Ninety (90) Calendar Days from Application Forty-Five (45) Calendar Days from Quote Acceptance in Utah and Washington ), One-Hundred and Fifty (150) Calendar Days if Major Infrastructure is Required in Colorado, Nebraska, Montana and New Mexico	N/A
	Ready for Service: Late Quote Acceptance		N/A	Ninety (90) Calendar Days from Quote Acceptance Forty-Five (45) Calendar Days in Utah and Washington), One-Hundred and Fifty (150) Calendar Days from Application if Major Infrastructure is Required in Colorado, Nebraska, Montana and New Mexico	N/A

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**Interconnection - Other Services - continued**

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
<b>Caged Physical, Cageless Physical, and Shared Caged Physical Collocation (Washington Only -Forecast Provided 60-90 Days Prior to Application )</b>	Feasibility		N/A	Ten (10) Calendar Days from Receipt of Complete Application	N/A
	Quote		N/A	Twenty-Five (25) Calendar Days from Receipt of Complete Application	N/A
	Ready for Service: Timely Quote Acceptance		N/A	Ninety (90) Calendar Days from Receipt of Complete Application	N/A
	Ready for Service: Late Quote Acceptance		N/A	Ninety (90) Calendar Days from Receipt of Complete Application	N/A

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**Interconnection - Other Services - continued**

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
<b>Caged Physical, Cageless Physical, and Shared Caged Physical Collocation (No Forecast Provided)</b>	Feasibility		N/A	Ten (10) Calendar Days from Receipt of Complete Application	N/A
	Quote		N/A	Twenty-Five (25) Calendar Days from Feasibility (from Receipt of Complete Application in Washington)	N/A
	Ready for Service: Timely Quote Acceptance		N/A	One-hundred and Twenty (120) Calendar Days from Receipt of Complete Application (Ninety (90) Calendar Days in North Dakota, Nebraska, Colorado, Montana & New Mexico, Ninety (90) Calendar Days in Arizona and South Dakota where space is available and no special conditioning <sup>4</sup> required. Forty-Five (45) Calendar Days from Quote Acceptance in Utah). One-Hundred and Fifty (150) Calendar Days if Major Infrastructure is Required except in Utah	

<sup>4</sup> Special Conditioning (eg additional HVAC equipment or ductwork, additional or modified power distribution equipment (BDFB, additional AC Essential Power))

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### Interconnection - Other Services

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
continued	Ready for Service: Late Quote Acceptance		N/A	One-hundred and Twenty (120) Calendar Days from Quote Acceptance (Ninety (90) Calendar Days in North Dakota, Nebraska, Colorado, Montana & New Mexico, Ninety (90) Calendar Days in Arizona and South Dakota where space is available and no special conditioning required, Forty-Five (45) Calendar Days in Utah) One-Hundred and Fifty (150) Calendar Days if Major Infrastructure is Required except in Utah)	N/A

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<b>Product</b>	<b>Activity/Features</b>	<b>Services Ordered</b>	<b>FOC Guidelines</b>	<b>Installation Guidelines</b>	<b>Repair Guidelines</b>
<b>Virtual Collocation</b>  <b>(Forecast Provided 60 Days Prior to Application or 90 Days Prior in Washington)</b>	Feasibility		N/A	Ten (10) Calendar Days from Receipt of Complete Application	N/A
	Quote		N/A	Twenty-Five (25) Calendar Days from Feasibility (from Receipt of Complete Application in Washington)	N/A
	Ready for Service: Timely Quote Acceptance/Equipment Delivered Prior to Day 53		N/A	Ninety (90) Calendar Days from Receipt of Complete Application Fourty-Five (45) Calendar Days from Quote Acceptance in Washington, Fourty-Five (45) Calendar Days from Receipt of CLEC Equipment in Utah) One-Hundred and Fifty (150) Calendar Days from Application if Major Infrastructure is Required in Colorado, New Mexico, Montana and Nebraska	N/A

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### Interconnection - Other Services

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
<b>Virtual Collocation</b>  (Forecast Provided 60 Days Prior to Application or 90 Days Prior in Washington)  (Continued)	Ready for Service: Timely Quote Acceptance/Equipment Delivered After Day 53		N/A	Forty-Five (45) Calendar Days from Receipt of CLEC Equipment, One-Hundred and Fifty (150) Calendar Days from Application if Major Infrastructure is Required in Colorado, New Mexico, Montana and Nebraska	N/A
	Ready for Service: Late Quote Acceptance/Equipment Delivered Prior to Day 53		N/A	Ninety (90) Calendar Days from Quote Acceptance, Forty-Five (45) Calendar Days from Receipt of CLEC Equipment in Utah) One-Hundred and Fifty (150) Calendar Days from Application if Major Infrastructure is Required in Colorado, New Mexico, Montana and Nebraska	N/A
	Ready for Service: Late Quote Acceptance/Equipment Delivered After Day 53		N/A	Forty-Five (45) Calendar Days from Receipt of CLEC Equipment, One-Hundred and Fifty (150) Calendar Days from Application if Major Infrastructure is Required in Colorado, New Mexico and Nebraska	N/A

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<b>Virtual Collocation</b>  <b>(Washington Only-- Forecast Provided 60-90 Days Prior to Application)</b>	Feasibility		N/A	Ten (10) Calendar Days from Receipt of Complete Application	N/A
	Quote		N/A	Twenty-Five (25) Calendar Days from Receipt of Complete Application	N/A
	Ready for Service: Timely Quote Acceptance/Equipment Delivered Prior to Day 53		N/A	Ninety (90) Calendar Days from Receipt of Complete Application	N/A
	Ready for Service: Timely Quote Acceptance/Equipment Delivered After Day 53		N/A	Forty-Five (45) Calendar Days from Receipt of CLEC Equipment	N/A
	Ready for Service: Late Quote Acceptance/ Equipment Delivered Prior to Day 53		N/A	Forty-Five (45) Calendar Days from Receipt of CLEC Equipment	N/A
	Ready for Service: Late Quote Acceptance/ Equipment Delivered After Day 53		N/A	Forty-Five (45) Calendar Days from Receipt of CLEC Equipment	N/A

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<b>Virtual Collocation</b> (No Forecast Provided)	Feasibility		N/A	Ten (10) Calendar Days from Receipt of Complete Application	N/A
	Quote		N/A	Twenty-Five (25) Calendar Days from Feasibility	N/A
	Ready for Service: Timely Quote Acceptance / Equipment Delivered Prior to Day 53		N/A	One-hundred and Twenty (120) Calendar Days from Receipt of Complete Application (Ninety (90) Calendar Days in Colorado Nebraska, Montana & New Mexico, Ninety (90) Calendar Days in Arizona and South Dakota where space is available and no special conditioning required, Forty-Five (45) Calendar Days from Receipt of CLEC Equipment in Utah) One-Hundred and Fifty (150) Calendar Days if Major Infrastructure Required except in Utah	N/A
	Ready for Service: Timely Quote Acceptance / Equipment Delivered After Day 53		N/A	Seventy-five (75) Calendar Days from Receipt of CLEC Equipment (Forty-Five (45) Calendar Days in Colorado, Utah, Nebraska, Montana & New Mexico), One-Hundred and Fifty (150) Calendar Days if Major Infrastructure Required except in Utah	N/A

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Virtual Collocation  (No Forecast Provided)  (Continued)	Ready for Service: Late Quote Acceptance / Equipment Delivered Prior to Day 53		N/A	One-hundred and Twenty (120) Calendar Days from Quote Acceptance (Ninety (90) Calendar Days in Colorado Nebraska, Montana & New Mexico, Ninety (90) Calendar Days where space is available and no special conditioning required, Forty-Five (45) Calendar Days from Receipt of CLEC Equipment in Utah) One-Hundred and Fifty (150) Calendar Days if Major Infrastructure Required except in Utah	
	Ready for Service: Late Quote Acceptance / Equipment Delivered After Day 53		N/A	Seventy-five (75) Calendar Days from Receipt of CLEC Equipment (Forty-Five (45) Calendar Days in Colorado, Utah, Nebraska, Montana & New Mexico), One-Hundred and Fifty (150) Calendar Days if Major Infrastructure Required except in Utah	

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<b>ICDF Collocation</b>  (Forecast Provided 60 Days Prior to Application or 90 Days Prior in Washington)	Feasibility		N/A	Ten (10) Calendar Days from Receipt of Complete Application	N/A
	Quote		N/A	Twenty-Five (25) Calendar Days from Feasibility (From Receipt of Complete Application in Washington)	N/A
	Ready for Service: Timely Quote Acceptance		N/A	Forty-Five (45) Calendar Days from Receipt of Complete Application (Forty-Five (45) Days from Quote Acceptance in Washington)	N/A
	Ready for Service: Late Quote Acceptance		N/A	Forty-Five (45) Calendar Days from Quote Acceptance	N/A
<b>ICDF Collocation</b>  (Washington Only-- Forecast Provided 60-90 Days Prior to Application)	Feasibility		N/A	Ten (10) Calendar Days from Receipt of Complete Application	N/A
	Quote		N/A	Twenty-Five (25) Calendar Days from Receipt of Complete Application	N/A
	Ready for Service: Timely Quote Acceptance		N/A	Ninety (90) Calendar Days from Receipt of Complete Application	N/A
	Ready for Service: Late Quote Acceptance		N/A	Ninety (90) Calendar Days from Receipt of Complete Application	N/A

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<b>ICDF Collocation</b>  <b>(No Forecast Provided)</b>	Feasibility		N/A	Ten (10) Calendar Days from Receipt of Complete Application	N/A
	Quote		N/A	Twenty-Five (25) Calendar Days from Feasibility	N/A
	Ready for Service: Timely Quote Acceptance		N/A	Ninety (90) Calendar Days from Receipt of Complete Application (Forty-Five (45) Calendar Days in Colorado, Utah, Nebraska, Montana & New Mexico (Ninety (90) Calendar Days if insufficient ICDF space in Montana))	N/A
	Ready for Service: Late Quote Acceptance		N/A	Ninety (90) Calendar Days from Quote Acceptance (45 Calendar Days in Colorado, Utah, Nebraska, Montana & New Mexico (Ninety (90) Calendar Days if insufficient ICDF space in Montana))	N/A
<b>Adjacent Collocation</b>  <b>(Requiring New Structure)</b>	Feasibility		N/A	ICB	N/A
	Quote		N/A	ICB	N/A
	Ready for Service		N/A	ICB	N/A

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<b>Adjacent Collocation</b>  (Using Existing Qwest Premises)	Feasibility		N/A	Please See Intervals for unforecasted Caged and Cageless Physical Collocation	N/A
	Quote		N/A	Please See Intervals for unforecasted Caged and Cageless Physical Collocation	N/A
	Ready for Service		N/A	Please See Intervals for unforecasted Caged and Cageless Physical Collocation	N/A
<b>Common Area Splitter Collocation</b>	Feasibility		N/A	Please See Intervals for forecasted Cageless Physical Collocation	N/A
	Quote		N/A	Please See Intervals for forecasted Cageless Physical Collocation	N/A
	Ready for Service		N/A	Please See Intervals for forecasted Cageless Physical Collocation	N/A

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<b>Physical Remote Collocation</b>	Feasibility		N/A	Ten (10) Calendar Days from Receipt of Complete Application	N/A
	Quote		N/A	Twenty-Five (25) Calendar Days from Feasibility (from Receipt of Complete Application in Washington)	N/A
	Ready for Service: Timely Quote Acceptance		N/A	Within Ninety (90) Calendar Days from Application (Forty-Five (45) Calendar Days from Quote Acceptance in Utah and Washington )	N/A
	Ready for Service: Late Quote Acceptance		N/A	Ninety (90) Calendar Days from Quote Acceptance (Forty-Five (45) Calendar Days in Utah and Washington)	N/A

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<b>Virtual Remote Collocation</b>	Feasibility		N/A	Ten (10) Calendar Days from Receipt of Complete Application	N/A
	Quote		N/A	Twenty-Five (25) Calendar Days from Feasibility (from Receipt of Complete Application in Washington)	N/A
	Ready for Service: Timely Quote Acceptance/Equipment Delivered Prior to Day 53		N/A	Ninety (90) Calendar Days from Application (Forty-Five (45) Calendar Days from receipt of CLEC Equipment in Utah, Forty-Five (45) Calendar Days from Quote Acceptance in Washington )	N/A
	Ready for Service: Timely Quote Acceptance/Equipment Delivered After Day 53		N/A	Forty-Five (45) Calendar Days from Receipt of CLEC Equipment	N/A
	Ready for Service: Late Quote Acceptance/ Equipment Delivered Prior to Day 53		N/A	Ninety (90) Calendar Days from Quote Acceptance (Forty-Five (45) Calendar Days from receipt of CLEC Equipment in Utah)	N/A
	Ready for Service: Late Quote Acceptance/ Equipment Delivered After Day 53		N/A	Forty-Five (45) Calendar Days from Receipt of CLEC Equipment	N/A

The Resale, UNE and Interconnection Service guidelines contained herein are subject to change at anytime by Qwest. Please refer to the Web location (<http://www.qwest.com/wholesale/guides/sig/index.html>) for the most current copy.

**Qwest Communications®**  
**Service Interval Guide for Resale, UNE and Interconnection Services**

**Interconnection - Other Services**

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
Field Connection Point Collocation	Feasibility		N/A	Ten (10) Calendar Days from Receipt of Complete Application	N/A
	Quote		N/A	Twenty-Five (25) Calendar Days from Feasibility (from Receipt of Complete Application in Washington)	N/A
	Ready for Service: Timely Quote Acceptance		N/A	Within Ninety (90) Calendar Days from Application (Forty-Five (45) Calendar Days from Quote Acceptance in Utah and Washington)	N/A

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**Interconnection - Other Services**

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
<b>Adjacent Remote Collocation (Requiring New Structure)</b>	Feasibility		N/A	ICB	N/A
	Quote		N/A	ICB	N/A
	Ready for Service		N/A	ICB	N/A
<b>Adjacent Remote Collocation  (Using Existing Qwest Premises)</b>	Feasibility		N/A	Please See Intervals for Physical Remote Collocation	N/A
	Quote		N/A	Please See Intervals for Physical Remote Collocation	N/A
	Ready for Service		N/A	Please See Intervals for Physical Remote Collocation	N/A

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